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## SECTION B SUPPLIES OR SERVICES AND PRICES

CLIN - SUPPLIES OR SERVICES

Option

For Cost Type Items: PSC Supplies/Services Qty Unit Est. Cost Fixed Fee CPFF (b)(4) \$1,160,665.79 2001 J058 FY16 Desktop and System Administration 1.0 LO Support Services to be performed in accordance with the attached PWS. (Fund Type - TBD) 200101 J058 ACRN: AA COST CODE: A00003094518 CIN: 130048673800003 NWA: 40000000011-CSHD (Fund Type - TBD) \$0.00 2004 Contract Data Requirements List (CDRL) CDRL in accordance with DD 1423, see Exhibit A. Qty Unit Est. Cost Fixed Fee CPEF Item PSC Supplies/Services (b)(4) \$1,199,566.53 3001 J058 FY16 Desktop and System Administration 1.0 LO (b)(4)Support Services to be performed in accordance with the attached PWS. (Fund Type - TBD)

## THIS IS A COST PLUS FIXED FEE, LEVEL OF EFFORT TYPE ORDER.

The number of hours estimated for this LOE tasking is **35,520** for the base year and **35,250** for Option Year 1. In performing the requirements of this order, the contractor may use any combination of hours from the labor categories approved at the basic contract level and approved on the subject award, so long as the estimated total cost and the funded amount to date for the order is not exceeded and the total number of hours provided does not exceed the estimated number of hours by more than 5%.

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#### SECTION C DESCRIPTIONS AND SPECIFICATIONS

TASK ORDER (TO) PERFORMANCE WORK STATEMENT (PWS)

SPACE AND NAVAL WARFARE SYSTEMS CENTER, ATLANTIC

This document provides funding for a severable service contract that crosses fiscal years in compliance with 10 U.S. Code 2410 (a). Therefore, this period of performance may not exceed September 30, 2016.

SHORT TITLE: FY16 Desktop and System Administration support

#### 1.0 PRIMARY PLACE(S) OF PERFORMANCE

The following sites are where the majority of labor hours will be spent; for travel (i.e., temporary duty sites) see Travel Section under TO PWS Para 10.0.

- a. <!--[endif]-->SSC Atlantic locations in Charleston, SC
- b. <!--[endif]-->SSC Atlantic locations in Navy Capital Region (Washington Navy Yard), DC
- c. <!--[endif]-->SSC Atlantic locations in Tampa, FL
- d. <!--[endif]-->SSC Atlantic locations in Norfolk, VA
- e. <!--[endif]-->SSC Atlantic locations in Patuxent River, MD
- f. <!--[endif]-->Contractor facilities in CONUS

#### 2.0 TASK ORDER PURPOSE

#### 2.1 BACKGROUND

The RDT&E Service Center provides information technology, system administration, life cycle and system integration support for SSC Atlantic. The RDT&E Service Center provides RDT&E desktop support and system administration for all SSC Atlantic employees at all command locations.

#### 2.2 SCOPE

This Performance Work Statement describes the requirements to provide the RDT&E Service Center with information technology, system administration, life cycle and system integration and management support with respect to the RDT&E Enterprise desktop support Help Desk. Tier 1 and 2 desktop support includes but is not limited to setup and configuration of end user desktop and laptop systems; performing troubleshooting and problem resolution for hardware and software issues; device vulnerability resolution; troubleshooting of network connectivity problems on users systems; entering, updating, and closing trouble tickets for user reported problems, and compiling trouble call statistics and other performance metrics.

#### 3.0 APPLICABLE DOCUMENTS

#### 3.1 REFERENCES

All references listed within the basic contract are required as applicable to this TO.

#### 3,2 SPECIFICATIONS

All specifications listed in the basic contract are applicable as required by this TO.

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#### 4.0 SECURITY REQUIREMENTS

#### 4.1 ORGANIZATION

As specified in clause 5252.204-9200 and the Contract Security Classification Specification form, DD-254, classified work shall be performed under this task order. The contractor shall have at time of TO award a SECRET facility security clearance (FCL).

#### 4.2 PERSONNEL

Prior to commencement of work on this contract, all contractor personnel (including administrative and subcontractor personnel) shall have, at a minimum, a favorable Trustworthiness Determination, which is determined by a National Agency Check with Local Agency Check and Credit Check (NACLC) and favorable FBI fingerprint checks. All personnel shall possess a SECRET clearance Security prior to working on task order.

#### 5.0 COR DESIGNATION

The Contracting Officer Representativ	e (COR) fo	or this task order is	(b)(6)	58400 who can be reached at
phone (843) 218-(b)(6); e-mail:	(b)(6)	navy.mil		

#### 6.0 DESCRIPTION OF WORK

- 6.1 Technical Support
- 6.1.1 The contractor shall provide Unclassified and Classified desktop system integration, client security and desktop support to all SSC-LANT customers
- 6.1.1.1 The contractor shall maintain an Unclassified and Classified managed enterprise desktop deployment,
- 6.1.1.2 The contractor shall possess the required skillset to support multiple x86 platforms running multiple versions of Windows operating system, Linux (multiple distributions), and Apple OSX (all releases).
- 6.1.1.3 The contractor shall provide Unclassified and Classified desktop hardware, software troubleshooting and repair support
- 6.1.1.4 The contractor shall have knowledge of the Remedy ticket software and be able to processes, monitor, generate and respond to trouble tickets within assigned timelines
- 6.1.1.5 The contractor shall support and troubleshoot DoD mandated compliance software that includes, but is not limited to: HBSS, Data Armor, System Center Configuration Manager (SCCM), BitLocker, SELinux compliance checker, AV (Linux, OSX, and Windows)
- 6.1.1.6 The contractor shall troubleshot end-user applications issues affected by compliance software
- 6.1.1.7 The contractor shall provide real-time analysis reporting to Government leadership shall be required to ensure the desktop infrastructure maximizes organizational efficiency and meets corporate needs
- 6.1.1.8 The contractor shall perform security and Information Assurance Vulnerability (IAV) remediation as applicable on all classified and unclassified workstations
- 6.1.1.9 The contractor shall apply industry best practices to make recommendations as to the selection of end user workstation hardware and computer software, or modification to existing hardware and software configurations. This also consists of efforts required to support software implementation in systems, commercial off-the-shelf (COTS) solutions and product modifications (e.g., software tools, licensing, and associated hardware) which are incidental to the overall support service efforts are considered within the scope of this functional area.
- 6.1.1.10 The contractor personnel shall possess the appropriate IT level of access for the respective task and position assignment as required by DoDD 8500.1, Information Assurance and DoDI 8500.2, Information Assurance (IA) Implementation.

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6.1.1.11 The contractor shall provide support during normal business hours are Monday-Friday 7am-5pm and on-call after business hours.

#### 6.2 TASK ORDER ADMINISTRATION

In accordance with the basic contract PWS and the requirements of this task order PWS, the contractor shall develop and submit documentation (see CDRL under Para 12.1.1) as required for TO administration.

#### 6.2.1 Cyber Security Workforce (CSWF) Report

CSWF Reports (CDRL A002) shall be developed, maintained, and submitted monthly or as required at the contract or task order level (Note: If initiated at the TO level, report not necessary at contract level). IAW clause 252.239-7001, if Information Assurance (IA) support is provided, the contractor shall provide a Cyber Security Workforce (CSWF) list that identifies those individuals who are IA trained and certified. Utilizing the format provided in CSWF CDRL A002, the prime contractor shall be responsible for collecting, integrating, and reporting all subcontractor personnel. See applicable DD Form 1423 for additional reporting details and distribution instructions.

## 6.2.2 WAWF Invoicing Notification and Support Documentation

In accordance with contract clause 252.232-7003 and 252.232-7006, the contractor shall submit payment requests and receiving reports using Wide Area Work Flow (WAWF) which is a secure government Web-based system for electronic invoicing, receipt, and acceptance. The contractor shall provide e-mail notification to the COR when payment requests are submitted to the WAWF. As requested by the COR, the contractor shall provide a soft copy of the invoice and any supporting documentation (CDRL A016) in order to assist the COR in validating the invoiced amount against the products/services provided during the billing cycle. As applicable, the contractor shall forward copies of invoices to the COR immediately after submittal of WAWF payment request. The contractor shall forward invoice copies and/or supporting documentation (CDRL A016) to the COR within 24 hours from initial time of request.

#### 6.2.3 Labor Rate Limitation Notification

For all cost type, labor-hour service TOs, the contractors shall monitor the following labor rates as part of the monthly TO status report (see TOSR CDRL A003 – Personnel Listing). The contractor shall initiate required notification if specified threshold values are met. The ability of a contractor to monitor labor rates effectively shall be included in the task order Quality Assurance Surveillance Plan (QASP).

- (a) Fully burden labor rates per person (subcontractor included) charged on task order If the actual invoiced fully burden rate (inclusive of fee) of any individual in any labor category exceeds the threshold amount of \$150.00/hour and the individual's rate was not disclosed in pre-award of the basic contract or TO, the contractor shall send notice and rationale (CDRL A017) for the identified labor rate to the COR who will then send appropriate notification to the Contracting/Ordering Officer. NOTE: Within one labor category, if the total collective estimated and/or actual hours in any given period of performance are less than or equal to 500 labor hours, the labor category is excluded from the required CDRL notification regardless if an individual within that labor category exceeds the threshold.
- (b) Average actual labor rates (total actual fully burdened labor costs "divided by" total number of hours performed) compared to average negotiated labor rates (total negotiated fully burdened labor costs "divided by" total number of hours negotiated) If the average actual burdened labor rates exceeds the average proposed/negotiated rate by 15%, the contractor shall send notice and rationale (CDRL A017) for the rate variance to the COR who will then send appropriate notification to the Contracting /Ordering Officer. Additionally, contractors shall notify the COR if variances exceed 15% for more than three consecutive months. Contractors shall annotate the variance percentage of monthly average actual labor rates versus average negotiated labor rates in the monthly TO status reports.

#### 6.2.4 ODC Limitation Notification

Contractors shall monitor Other Direct Costs (ODCs) as part of the monthly TO status reports. For this monitoring purpose, ODCs shall include incidental material, travel, and other non-labor costs required in performance of the service. For any given period of performance, if the cumulative total cost of ODCs exceeds the estimated total cost of ODCs (cumulative per contract/TO) by 10%, the contractor shall send notice and rationale (CDRL A017) for

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exceeding cost to the COR who will then send a signed memorandum to the Contracting Officer documenting the reasons justifying the increase of ODC. The ability of a contractor to monitor ODCs shall be included in the contract/task order Quality Assurance Surveillance Plan (QASP).

## 7.0 GOVERNMENT FURNISHED INFORMATION (GFI)

No GFI will be provided on this TO

## 8.0 GOVERNMENT FURNISHED PROPERTY (GFP)

- 8.1 GOVERNMENT FURNISHED EQUIPMENT (GFE) No GFE will be provided on this TO
- 8.2 GOVERNMENT FURNISHED MATERIAL (GFM) No GFM will be provided on this TO

## 9.0 CONTRACTOR ACQUIRED PROPERTY (CAP)

- 9.1 CONTRACTOR ACQUIRED EQUIPMENT (CAE) No CAE is allowed on this TO
- 9.2 CONTRACTOR ACQUIRED MATERIAL (CAM) No CAM is allowed on this TO

#### 10.0 TRAVEL

For estimating purposes, it is anticipated that the travel requirements noted below shall be required

# Trips	# People	# Days/Nights	From (Location)	To (Location)
1	1	5	Charleston, SC	Norfolk, VA
1	3	5	Charleston, SC	New Orleans, LA
1	1	5	Charleston, SC	Tampa, FL
1	1	5	Charleston, SC	National Capital Region, DC

#### 11.0 TRANSPORTATION OF EQUIPMENT/MATERIAL

No transportation of equipment/material is required on this TO

#### 12.0 DELIVERABLES

## 12.1 CONTRACT DATA REQUIREMENTS LIST (CDRL)

#### 12.1.1 Administrative CDRL

As required under TO PWS Para 6.0, the following table lists all required administrative data deliverables, Contract Data Requirements Lists (CDRLs), applicable to this task:

CDRL#	Deliverable Title	TO PWS Reference Para	Frequency	Date Due
A003	Task Order Status Report	6.0	MTHLY	30 Days after task order (DATO) and monthly on the 10th
A005	Task Order Closeout Report	6.0	1TIME	NLT 30 days after completion date
A002	Cyber Security Workforce (CSWF) Report	6.0	MTHLY	30 DATO and monthly on the 10th
A004	Contractor's Manpower Report	6.0	QRTLY	15 Jan, 15 Apr, 15 Jul, & 15 Oct
A016	Invoice Support Documentation	6.0	ASREQ	Within 24 hrs from request
A017	Limitation Notification & Rationale	6.0	ASREQ	Within 24 hrs from occurrence

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CDRL#	Deliverable Title	TO PWS Reference Para	Frequency	Date Due
A009	Contractor CPARS Draft Approval Document (CDAD) Report	6.0	MTHLY	30 DATO and on the 10 <sup>th</sup>
A008	Cost and Milestones Schedule Plan	6.0	One time with revisions (ONE/R)	NLT 10 DATO

## 13.0 SUBCONTRACTING REQUIREMENTS

Subcontracting requirements are in accordance with the basic contract. Note: If a prime contractor plans to utilize subcontractor(s) on this Task Order, the prime must specify in their proposal the intent to utilize subcontractors and list all applicable subcontractor names. Per clause 52.244-2, if a subcontractor is proposed by a prime and is not approved on the basic contract, formal justification is required and subject to government approval.

## 14.0 ACCEPTANCE PLAN

Inspection and acceptance is performed by the COR on all services, data, and non-data deliverables in accordance with the Quality Assurance Surveillance Plan (QASP), Attachment 1.

## 15.0 OTHER CONDITIONS/REQUIREMENTS

## 16.0 LIST OF ATTACHMENTS

Attachment 1 – Quality Assurance Surveillance Plan (QASP)

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## SECTION F DELIVERABLES OR PERFORMANCE

The periods of performance for the following Items are as follows:

2001

10/1/2015 - 9/30/2016

CLIN - DELIVERIES OR PERFORMANCE

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## SECTION G CONTRACT ADMINISTRATION DATA

(b)(6)	, 58400
P.O.Box 190022	2
N. Charleston, S	SC 29419-9022
(b)(6)	@navy.mil
843-218-(b)(6)	

CRM 15-00964

The SPAWAR Atlantic Ombudsman is Steve Harnig (843) 218-4560.

The Criticality Indicator in Block 6 is "C".

## 252.232-7006 WIDE AREA WORKFLOW PAYMENT INSTRUCTIONS (JUN 2012)

(a) Definitions. As used in this clause--

Department of Defense Activity Address Code (DoDAAC) is a six position code that uniquely identifies a unit, activity, or organization.

Document type means the type of payment request or receiving report available for creation in Wide Area WorkFlow (WAWF).

Local processing office (LPO) is the office responsible for payment certification when payment certification is done external to the entitlement system.

- (b) Electronic invoicing. The WAWF system is the method to electronically process vendor payment requests and receiving reports, as authorized by DFARS 252.232-7003, Electronic Submission
- of Payment Requests and Receiving Reports.
- (c) WAWF access. To access WAWF, the Contractor shall--
- (1) Have a designated electronic business point of contact in the Central Contractor Registration at https://www.acquisition.gov; and
- (2) Be registered to use WAWF at https://wawf.eb.mil/ following the step-by-step procedures for self-registration available at this Web site.
- (d) WAWF training. The Contractor should follow the training instructions of the WAWF

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Web-Based Training Course and use the Practice Training Site before submitting payment requests through

WAWF. Both can be accessed by selecting the "Web Based Training" link on the WAWF home page at https://wawf.eb.mil/.

- (e) WAWF methods of document submission. Document submissions may be via Web entry, Electronic Data Interchange, or File Transfer Protocol.
- (f) WAWF payment instructions. The Contractor must use the following information when submitting payment requests and receiving reports in WAWF for this contract/order:
- (1) Document type. The Contractor shall use the following document type(s).

#### COST VOUCHER

(2) Inspection/acceptance location. The Contractor shall select the following inspection/acceptance location(s) in WAWF, as specified by the contracting officer.

## N/A

(3) Document routing. The Contractor shall use the information in the Routing Data Table below only to fill in applicable fields in WAWF when creating payment requests and receiving reports in the system.

## Routing Data Table\*

Field Name in WAWF	Data to be entered in WAWF
Pay Official DoDAAC	HQ0339
Issue By DoDAAC	N65236
Admin DoDAAC	S4402A
Inspect By DoDAAC	N65236
Ship To Code	N/A
Ship From Code	N/A
Mark For Code	N/A
Service Approver (DoDAAC)	N65236
Service Acceptor (DoDAAC)	N65236
Accept at Other DoDAAC	N/A
LPO DoDAAC	N65236
DCAA Auditor DoDAAC	HAA036
Other DoDAAC(s)	N/A

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- (4) Payment request and supporting documentation. The Contractor shall ensure a payment request includes appropriate contract line item and subline item descriptions of the work performed or supplies delivered, unit price/cost per unit, fee (if applicable), and all relevant back-up documentation, as defined in DFARS Appendix F, (e.g. timesheets) in support of each payment request.
- (5) WAWF email notifications. The Contractor shall enter the email address identified below in the "Send Additional Email Notifications" field of WAWF once a document is submitted in the system.

(b)(6) @navy.mil.

- (g) WAWF point of contact. (1) The Contractor may obtain clarification regarding invoicing in WAWF from the following contracting activity's WAWF point of contact.
- (2) For technical WAWF help, contact the WAWF helpdesk at 866-618-5988.

(End of clause)

252,204-0002 Line Item Specific: Sequential ACRN Order. (SEP 2009)

The payment office shall make payment in sequential ACRN order within the line item, exhausting all funds in the previous ACRN before paying from the next ACRN using the following sequential order: Alpha/Alpha; Alpha/numeric; numeric/alpha; and numeric/numeric.

This document provides funding for a severable service contract that crosses fiscal years in compliance with 10 U.S. Code 2410 (a). Therefore, this period of performance may not exceed September 30, 2016.

Accounting Data

SLINID PR Number

Amount

200101 130048673800003

1160665.79

T.T.2

AA 97X4930 NH3S 255 77777 0 050120 2F 000000 A00003094518

ACRN: AA

COST CODE: A00003094518 CIN: 130048673800003 NWA: 40000000011-CSHD

BASE Funding 1160665.79 Cumulative Funding 1160665.79

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# SECTION H SPECIAL CONTRACT REQUIREMENTS

DISTRIBUTION		
KSH Solutions, Inc.	DCMA Dallas Office S4402A	
431 Wolfe Road, Suite 102	600 North Pearl Street, Suite 1630	
San Antonio, TX 78216-3948	Dallas, TX 75201-2843	
	(214) 744-4581	
	(electronic)	
(b)(4), (b)(6)		
(electronic)		
Defense Contract Audit Agency HAA036	DFAS Columbus Center HQ0339	
Arlington Branch Office	DFAS-CO/West Entitlement Operations	
1950 NE Green Oaks Blvd., Suite 190	P.O. Box 182381	
Arlington, TX 76006-3287	Columbus, OH 43218-2381	
(817) 801-7969	800-756-4571	
(electronic)	(electronic)	
SPAWAR Systems Center Atlantic	SSC Atlantic Contract Specialist/Ordering Officers 2212	
Contract Resource Manager: Code 55A00	Vernon Pryor <u>vernon pryor@navy.mil</u>	
(b)(6)	Tracic Evans <u>tracie.cvans@navy.mil</u>	
(0)(0)	Bridgette Clayton Bridgette.clayton@navv.mil	
(b)(6)	David Warner david.warner@navy.mil	

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## SECTION J LIST OF ATTACHMENTS

QASP